

### ABSTRACT OF THE DISCLOSURE

A service model, integrated system, and method for enabling a service provider to deliver an integrated web hosting and content distribution service offering, which affords assured operational performance service levels, regardless of whether the customer's web site is served by the service provider's hosting center, the service provider's content distribution network (CDN), by a third party web host, or by a third party CDN. A monitoring system of the primary service provider receives detailed capacity and health statistics from any CDN under the operational control of the primary service provider, receives aggregate capacity and health statistics from other CDNs not under the operational control of the primary service provider. A redirection system then decides to which web host, content distribution network, or combination thereof, user requests for content are directed in order that operational performance service levels are maintained.